

5 I claim:

1. A method for the storage and querying of social services data in a knowledge base that provides quantitative accountability for social services via a navigable user interface, comprising the steps of:

10 collecting information relating to defined social services and providers;  
collecting information relating to defined customers;  
collecting information relating to defined client barriers to productivity;  
collecting information relating to defined customer outcomes;  
incorporating said collected information into a structured relational database;  
providing a graphical user interface with a plurality of single-click buttons each for  
initiating a pre-determined query for allowing a user to generate a report indicating reduction of  
said client barriers over time, thereby maintaining quantitative accountability for social services.

2. A method for the storage and querying of social services data in a knowledge base that  
20 provides quantitative accountability for social services via a navigable user interface, comprising the steps of:

collecting information relating to defined social services and providers;  
collecting information relating to defined customers;  
collecting information relating to defined customer outcomes;  
25 incorporating said collected information into a structured relational database;  
providing a graphical user interface with a plurality of single-click buttons each for

5 initiating a pre-determined query for allowing a user to generate a report for maintaining quantitative accountability for social services.

3. A method for providing quantitative accountability for social services, comprising the steps of:

10 defining categorical barriers to client productivity and indicating for each client and barrier a severity of said barrier;

counseling clients to overcome each of said barriers that they face;

assessing progress in reducing said severity or eliminating said client barriers over time.

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